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December 19, 2003

William Maher
Chief, Wireline Competition Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Maher:

Re: *Bell Atlantic/GTE Merger Order*, CC Docket No. 98-184

In a letter dated December 1, 2003, Verizon provided notice that on October 29, 2003 the New York Public Service Commission (PSC) adopted certain changes to the New York Carrier-to-Carrier Guidelines (the New York "business rules")[1] and provided a copy of the New York PSC Order. In that same letter Verizon advised that by December 19, 2003 Verizon would recommend changes to the relevant federal metrics consistent with the New York PSC's October 29 order. As we explained there, Verizon waited to recommend changes to the relevant federal metrics until after filing with the Virginia State Corporation Commission (SCC) a unified plan for Virginia reflecting changes based on the New York PSC's October 29 order. That plan was filed with the Virginia SCC on December 5, 2003.

With one exception, Verizon recommends incorporating all substantive changes adopted by the New York PSC which relate to the Federal Carrier-to-Carrier Plan. Verizon does not recommend adopting the change to OR-1 and OR-2 that specifies using the date of the last RPON when a CLEC designates RPONs. The implementation of this change would necessitate changing what is now an optional LSR entry for CLECs to a mandatory one. Such a CLEC-affecting change requires notification to the CLECs in accordance with the time frames specified in Verizon's Change Management process. The next available release for CLEC-affecting changes that can accommodate both the required programming and the notification to CLECs would result in implementation for the June 2004 data month. Since the last data month to be reported for the Federal Carrier-to-Carrier Plan is May 2004, Verizon recommends not implementing this change. Verizon will also inform the New York PSC and the Virginia SCC of these implementation time frames.

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[1] Letter to William Maher, Chief, Wireline Competition Bureau, from Ann Berkowitz, Project Manager, Verizon- Federal Affairs. This notice was in compliance with Condition V, Attachment A, Paragraph 4 of the order approving the merger between Bell Atlantic and GTE ("Merger Order"), as modified by the Consent Decree (FCC 02-119) released on April 23, 2002.

Attachment 1 to this letter is a redline of the Guidelines contained in Attachment A of the Merger Conditions reflecting changes adopted by the New York Public Service Commission on October 29, 2003 that relate to the Federal Carrier-to-Carrier Plan that Verizon recommends. (Please note, after the order was released, Verizon noticed a typographical error on page 11 of Attachment 1 of the order which referenced metric number OR-5-02 rather than OR-5-03. Verizon labeled the metric correctly in the New York Guidelines, filed with the New York PSC on November 13, 2003. Verizon has correctly updated OR-5-03 in the attached.)

Attachment 2 is summary of the changes and clarifications reflected in the redline. Verizon plans to implement all items identified as clarifications effective with the December 2003 data month and the item identified as a change effective with the January 2004 data month.

If you have any questions, please do not hesitate to call me.

Sincerely,

Attachment

cc: W. Dever
D. Johnson
P. Young

Attachment A-1a

VERIZON PERFORMANCE MEASUREMENTS
BELL ATLANTIC STATES
Connecticut*, Delaware*, District of Columbia, Maine*, Maryland, Massachusetts*, New Hampshire*, New Jersey*, New York*, Pennsylvania*, Rhode Island*, Virginia*, Vermont*, and West Virginia*

Schedule A1a – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	18
PO-2	OSS Availability	3
OR-1	Order Confirmation Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-2	Reject Timeliness	Resale: 7 UNE: 10 Trunks: 1
OR-5	% Flow Through/Achieved Flow Through	Resale: 2 UNE: 2
PR-3	Completed within Specified Number of Days (1-5 Lines)	Resale: 2 UNE: 2
PR-4	Missed Appointments	Resale: 14 UNE: 21 Trunks: 2
PR-6	Installation Quality	Resale: 3 UNE: 4 Trunks: 1
PR-9	Hot Cut Loops	UNE: 1
MR-2	Trouble Report Rate	Resale: 7 UNE: 9 Trunks: 1
MR-3	Missed Repair Appointments	Resale: 8 UNE: 10
MR-4	Trouble Duration Intervals	Resale: 10 UNE: 6 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 4 UNE: 5 Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	4
BI-2	Timeliness of Carrier Bill	1
	TOTAL SUB-METRICS	179

* Reporting requirements terminated pursuant to 17 (ii) of the merger conditions following 271 approval in these states.

Attachment A-1b

VERIZON PERFORMANCE MEASUREMENTS
GTE STATES

Alabama, Arizona, California, Florida, Hawaii, Idaho, Illinois**, Indiana, Kentucky, Michigan, Missouri, Nevada, North Carolina, Ohio**, Oregon, Pennsylvania,* South Carolina, Texas, Virginia,* Washington, Wisconsin

Schedule A1b – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	8
PO-2	OSS Availability	4
OR-1	Order Confirmation Timeliness	Resale: 6 UNE: 16 Trunks: 1
OR-2	Reject Timeliness	Resale: 6 UNE: 15
OR-5	Percent Flow-Through	Resale: 2 UNE: 2
PR-3	Completed within Specified Number of Days	Resale: 2 UNE: 2
PR-4	Missed Due Dates	Resale: 5 UNE: 18 Trunks:2
PR-5	Facility Missed Orders	Resale: 2 UNE: 6 Trunks: 1
PR-6	Installation Quality	Resale: 2 UNE: 7 Trunks: 1
PR-9	Coordinated Conversions	UNE: 2
MR-2	Trouble Report Rate	Resale: 2 UNE: 7 Trunks: 1
MR-3	Missed Repair Commitments	Resale: 2 UNE: 7 Trunks: 1
MR-4	Trouble Duration Intervals	Resale: 3 UNE: 10 Trunks: 1
MR-5	Repeat Trouble Reports	Resale: 2 UNE: 6 Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	2
BI-2	Timeliness of Carrier Bill	1
	TOTAL SUB-METRICS	157

• * As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachments A-1a and A-2a. ** Reporting requirements terminated pursuant to 17 (iii) of the merger conditions because these states have adopted a comprehensive performance plan.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics:

	Wholesale Service	**Retail Analog**
Provisioning metrics- All where parity is standard. Exceptions Noted below:	Resale POTS – Total	Retail POTS - Total
	Resale 2 Wire Digital	Retail ISDN (2 Wire Digital)
	Resale 2 Wire xDSL	Retail 2 Wire xDSL
	UNE POTS Platform	Retail POTS - Total
	UNE POTS Loop	Retail POTS - Total
	UNE POTS- Platform & Other (UNE Switch & INP)	Retail POTS - Total
	UNE Loop –New	Retail POTS- Total
	UNE 2 Wire Digital	Retail 2 Wire Digital
	UNE 2 Wire xDSL Line Sharing	Retail Line Sharing
	UNE 2 Wire xDSL Line Splitting	Retail Line Sharing
	UNE EEL	Retail DS1[1]
	UNE IOF	Retail DS3
	UNE Specials	Retail Specials
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	Resale Specials	Retail Specials
	Resale Specials – Other	Retail Specials - Other
	~~Interconnection Trunks~~Interconnection Trunks (CLEC)	IXC FGD Trunks
Exceptions for provisioning:		
PR-4-02	UNE 2 Wire xDSL	Retail Specials DS0
	UNE IOF	Retail Specials Total
	UNE EEL	Retail Specials Total
PR-4-05 (NJ)	2 Wire xDSL Line Sharing	Infospeed
	2 Wire xDSL Line Splitting	Infospeed
PR-6-01	UNE 2 Wire Digital	Retail POTS Dispatched
	UNE 2 Wire xDSL	Retail POTS Dispatched
Maintenance Measures: ALL where parity is standard. Exceptions Noted below:	Resale - 2 Wire Digital	Retail ISDN – (2Wire Digital)
	Resale - 2 Wire xDSL	Retail POTS - Total (All) [2]
	Resale POTS	Retail POTS
	Resale POTS - Residence	Retail POTS - Residence
	Resale POTS - Business	Retail POTS - Business
	Resale POTS - Total	Retail POTS - Total (Bus and Res)
	UNE Platform	Retail POTS - Total (Bus and Res)
	UNE Platform - Residence	Retail POTS - Residence
	UNE Platform - Business	Retail POTS - Business
	UNE Loop	Retail POTS - Total (Bus and Res)
	UNE 2 Wire Digital ~~Services~~Loop	Retail POTS - Total (All) [2]
	UNE 2 Wire xDSL	Retail POTS - Total (All) [2]
	UNE Specials	Retail Specials

[1] Retail DS1 should exclude feature changes on PRI ISDN (No dispatch)

	Resale Specials ~~Interconnection Trunks~~Interconnection Trunks (CLEC)	Retail Specials IXC FGD Trunks

Exceptions for Maintenance MR-4-08	UNE POTS Loop	Retail POTS (Total Loop and CO Frame/Wiring troubles). **Note:** excludes translation and switch troubles.

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Pre-Ordering Interface

Definition:

- ***Response Time*** – For PO-1-01 through –06, response time is the number of seconds between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen.
- ***Average Response Time*** – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –06. Queries that "time-out" are excluded from the calculation of average response time.
- **Time-out** – A time-out is a query for which the requested information or an error message is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Methodology:

The measurements for PO-1 are derived from actual CLEC transactions and from simulated pre-ordering queries generated by Verizon's simulation system for Verizon Retail transactions[2] . These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.

Performance to CLECs is captured by Verizon's Gateway system for each available CLEC interface[3]

Performance to Verizon retail is measured directly to and from Verizon's OSS. The simulation system replicates the keystrokes of a Verizon service representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering OSS. Multiple retail data dips may be required for certain transactions to match the CLEC transaction.

The simulation system generates simulated Verizon retail queries continuously throughout the day, Monday through Friday, 8 AM to 9 PM, excluding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. At least ten Verizon retail simulated queries are generated per hour for each type of query. CLEC transactions are captured for the same time period as retail.

Each query has a unique name based on time and date. The simulation system robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ".ada." The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

[2] EnView is currently used as the simulation system.

[3] As new CLEC interfaces become available, the measurement process will be expanded to include them as well. If a CLEC interface is retired, the measurement and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

PO-1 OSS Response Time (continued)

Exclusions:

- Normal exclusions include Saturday, Sunday, and major holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day), as well as hours outside of the normal report period.
- Verizon Affiliate data will be excluded from all CLEC aggregate performance (in all measures)
- Test IDs

Performance Standard:

EDI & CORBA: For all but PO-1-04 (Product and Service Availability) Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction.

WEB ~~GUI~~GUI/LSI/W: Parity with retail plus not more than 7 seconds. PO-1-04 Product and Service Availability – Parity with Retail plus not more than 10 seconds. Additional time is required due to significant enhancements in CLEC transaction..

Formula:

CLEC: ∑ Response Times for each transaction / Number of successful transactions
Retail: ∑ Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.

Report Dimensions:

Company:	Geography:
• Verizon Retail • CLEC Aggregate	• State

Products	CLEC Aggregate: • WEB ~~GUI~~GUI/LSI/W • EDI • CORBA

Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface

PO-1-01	**Average Response Time – Customer Service Record**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Due Date Availability.	Number of Due Date availability transactions
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of address validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product and Service Availability.	Number of Product & Service availability transactions

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [4]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for TN Availability/Reservation.	Number of TN Availability/Reservation transactions.
PO-1-06	**Average Response Time – Facility Availability (Loop Qualification)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Loop Qualification.	Number of Loop Qualification transactions

[4] While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For Verizon retail representatives this is a required two step process requiring two separate transactions.

Function:

PO-2 OSS Interface Availability

Definition:

"OSS Interface Availability" measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

Scheduled Availability

- Prime Time: 06:00:00 ~~AM~~ to 23:59:59~~12:00 Midnight~~ EST Monday through Saturday, excluding Holidays
- Non-Prime Time: 00:00:00~~12:01~~ to 05:59:59 ~~AM~~ EST Monday through Saturday, and all day Sundays and Holidays

Holidays for PO-2 include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements will be performed for each of the following: Pre-Ordering CORBA, Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI (LSI/W). Each availability interface is measured separately with each interface having its own set of processing complexes. A processing complex consists of a set of servers that serve as primary and backup. The number of processing complexes associated with each interface (EDI, CORBA or WEB GUI also known as LSI/W)) varies as needed, however, the metric calculations performed for each interface include the number of processing complexes associated with the individual interface. For example, when determining the number of Prime-Time minutes scheduled for the month, for the EDI interface, the number of processing complexes associated with EDI is factored ~~in to~~into the calculation.

Methodology:

Verizon will use EnView as a means of monitoring all Verizon systems, including retail OSS. However, Verizon will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if a Verizon outage affects only one CLEC, the system availability will be adjusted to reflect that CLEC's outage. For example, if a single CLEC experienced a 3 hour outage, due to a Verizon problem, system outage would be counted, on a pro-rated basis. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.

EnView measurement of availability of the interfaces will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed separately for each interface type. The hours of the day are divided into 6-minute measurement periods.

If the interface for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then the interface is considered available. Unavailable time is calculated only when all interface transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as "unavailable". If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface (EDI/WEBGUI/CORBA) problem. Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 180 6-minute measurement periods in an 18-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals (1-(2/180)) x 100 = 98.89% Availability.

Methodology – PO-2 OSS Availability (continued)

Trouble Logs: Verizon will make available for inspection by the CLEC logs of CLEC reports that the interface is not available.

For example, (assuming all processing complexes are scheduled to be operational for the entire month):

Step One: Determine prime-time scheduled minutes in a month. This is accomplished by [(number of days (Monday through Saturday (excluding holidays)) in the report month) x (scheduled prime-time hours per day) x (sixty (60) minutes)] x the number of processing complexes.

Step Two: Determine number of outage minutes in a month.

Step Three: [(prime-time scheduled minutes in a month minus outage minutes in a month) / (prime-time scheduled minutes in a month)] x 100 = Prime-Time Availability %

Exclusions:

The following exclusions will apply

- Troubles reported but not found in Verizon
- Troubles reported by a CLEC that were not reported to Verizon's designated trouble reporting point.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with Verizon Change Management Guidelines.
- Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).
- Test IDs

Performance Standard:

Metric: PO-2-02 (Prime Time): ≥ 99.5%

Formula:

[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.

Report Dimensions:

Company:	Geography:
• CLEC Aggregate	• North (CT, MA,NH, NY, ME, RI, VT) South (DC, DE, MD, NJ, PA, VA, WV)

Products	• Web ~~GUI~~GUI/LSI/W (Pre-Order, Order and Repair) • EDI (Pre-Order and Order) • CORBA (Pre-Order)

Sub-Metrics:

PO-2-02	**OSS Interface Availability – Prime Time**	
Calculation	**Numerator**	**Denominator**
	Total number of scheduled prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during prime-time in the month for all available processing complexes.	Total number of scheduled prime-time hours in the month for all available complexes.

Ordering (OR)

Function:
OR-1 Order Confirmation Timeliness
Definition:
Resale & UNE: Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request date and time stamp and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 6 lines – with accounts that include more than 5 lines that must be rearranged will be treated as 6 lines or greater. Note: Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. For EDI/NetLink Orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. *Percent of Orders Confirmed On Time:* The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards. *Physical Facility Checks*: are completed on orders (submitted via LSR) with more than five (5) lines. Note: Orders for UNE Specials DS0 EELs (Loop and Backbone) will change from the LSR format to the ASR format. The UNE DS0 EEL orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials and DS0 orders for more than 5 lines require a facilities check. *Facility Checks*: Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through REQNET system. Note: Orders for UNE Specials DS0 EELs (Loop and Backbone) will be submitted via ASRs. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials DS0 EELs do not automatically require facility checks through REQNET. UNE Specials DS0 EELs will require facility checks if the order is more than five (5) lines. Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

Definition, continued:

Notes:

(1) LSRs only are contained in the PON Master File.

(2) Rejected Orders – Orders failing "Basic front-end edits" [5] submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.

(-3) For LSRs only, effective with the capability to identify resent confirmations due to Verizon error, Verizon will include in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon's error in initial confirmation[6]. The measurements are based on confirmed orders.

(4) If no order confirmations time exists due to a missing order confirmations, for LSRs only, Verizon will use the completion notification time.

(5) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.

(6) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.

(7) ASR Requests that have the RTR field populated with a code that indicates the CLEC requested that no confirmation/response be sent are not counted in the OR-1 confirmation timeliness metrics.

Exclusions:

Resale & UNE:

- Verizon Test Orders [7]
- Test IDs
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow through requests. Holidays vary by state and are published on the Verizon Web Site.
- SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.
- Any PONs which Verizon and the CLEC agree to handle as a project following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the project, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.
- Verizon Affiliate data (where it exists), or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• State

[5] Basic front-end edits – see Glossary.

[6] Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon reasons are not counted as resent confirmations.

[7] Verizon-Test Orders – see Glossary.

Performance Standard: OR-1 Order Confirmation Timeliness		
95% On Time According to schedule below:		
Resale:	UNE:	~~Interconnection Trunks~~Interconnection Trunks (CLEC):
Electronically Submitted Orders: *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex Services) (requiring manual loop qualification)* • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours [8]	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex Services(requiring manual loop qualification)* • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 6 Lines: 48 Hours Note: The 48 hour standard does not apply to UNE specials(UNE DS0 EELs>6 lines., UNE DS1 and above) received via ASR. • Orders with ≥ 6 Lines: 72 Hours [9] (includes UNE Specials DS0 EELs> 6lines and UNE Specials DS1 and above)	**Electronically Submitted Orders:** *Firm Order Confirmation*: • ≤ 192 Trunks: 10 Business Days **Faxed/Mailed Orders:** Add 24 Hours to intervals above

Sub-Metrics		
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* • POTS/Pre-Qualified Complex	*UNE:* • POTS/Pre-Qualified Complex – Loop • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-04	**% On Time LSRC/ASRC < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-Qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services [9] • Specials	*UNE:* • POTS/Pre-Qualified Complex -Loop • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs for less than 6 lines, sent where confirmation date and time less submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs for less than 6 lines confirmed for specified product.

[8] Also includes orders requiring facility verification as specified on the Verizon Web-site for product intervals.

[9] Where the separate data affiliate exists, re-sold xDSL services will not be included.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-06	**% On Time LSRC/ASRC ≥ 6 Lines (Electronic)**	
Products	*Resale:* • POTS/Pre-qualified Complex • Specials	*UNE:* • POTS/Pre-qualified Complex – Loop • Platform • Specials[10]
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs for 6 or more lines, confirmed for specified product.
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of orders confirmed within the specified interval for the product type	Number of orders received (electronically and faxed) confirmed by product type

[10] UNE DS0 EELs (Loop and Backbone) are ordered via ASR. All other UNE DS0s are ordered via LSR. Orders >= 6 lines require a facility check.

Function:

OR-2 Reject Timeliness

Definition:

Reject Response Time:

The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on date and time stamp. Note: Orders are considered distributed at the time Verizon sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Percent of Orders Rejected On Time:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Notes:

(1) LSRs only are contained in the PON Master File.

(2) Rejected Orders – Orders failing "Basic front-end edits"[11] submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.

(3) Measurements are based on rejected orders.

(4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders rejected in the calendar month.

(5) The Pre-qualified Complex category includes 2-wire Digital, 2-wire xDSL Loop, and 2-wire xDSL Line Sharing orders that were pre-qualified.

Exclusions:

- Verizon Test Orders
- Test IDs
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests. . Holidays vary by state and are published on the Verizon Web Site.
- SOP scheduled downtime hours (Flow-through). Scheduled downtime may vary by state. Each month there is a scheduled release on the third Saturday with a later start time on the following Sunday. For major release weekends, such as NPA splits, SOP downtime may be extended. All such extensions will be communicated to CLECs in advance of the release in accordance with Verizon Change Management guidelines.
- Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)
- DSL Orders requiring loop conditioning. (Due date can not be provided until conditioning is complete)
- Any reject/query that occurs on an ASR that has the RTR field populated with a code that indicates the CLEC did not require a response (and the first notification for the ASR would have been a confirmation).
- Any PONs which Verizon and the CLEC agree to handle as a project following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the project, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.

[11] Basic front-end edits – see Glossary.

OR-2 Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Performance Standard:		
95% On Time According to schedule below:		
Resale:	UNE:	~~Interconnection Trunks~~Interconnection Trunks (CLEC):
Electronically Submitted Orders: *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex Services) (requiring manual loop qualification)* • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours [12]	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex Services (requiring manual loop qualification)* • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 6 Lines: 48 Hours Note: The 48 hour standard does not apply to UNE Specials (DS0 EELs>6 lines, DS1 and above) received via ASR. • Orders with ≥ 6 Lines: 72 Hours[13](includes UNE DS0 EELs >6 lines and UNE DS1s and above)	**Electronically Submitted Orders:** • ≤ 192 Trunks: –less than or equal to seven (7) Business Days **Faxed/Mailed Orders: Add 24 Hours to intervals above**

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-02	**% On Time LSR Reject – Flow Through**	
Products	*Resale:* • POTS/Pre-Qualified Complex	*UNE:* • POTS/Pre-Qualified Complex – Loop • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is less than or equal to two(2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.
OR-2-04	**% On Time LSR/ASR Reject < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-Qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services [13] • Specials	*UNE:* • POTS/Pre-Qualified Complex – Loop • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • Specials
Calculation	**Numerator**	**Denominator**

[12] Also includes orders requiring facility verification as specified in the Verizon Web-site for product intervals

[13] Where the separate data affiliate exists, re-sold xDSL services will not be included.

	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than or equal to the standard for orders less than 6 lines for specified product.	Total number of LSRs/ASRs electronically submitted for less than 6 lines rejected for specified product.

Sub-Metrics – OR-2 Reject Timeliness, continued		
OR-2-06	**% On Time LSR/ASR Reject ≥ 6 Lines (Electronic)**	
Products	*Resale:* • POTS/Pre-qualified Complex • ·Specials	*UNE:* • POTS/Pre-qualified Complex – Loop • Platform • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where rejects date and time less submission date and time is within standard for orders 6 or more lines for specified product.	Total number of LSRs/ASRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of rejected trunk orders that meet reject trunk standard(less than or equal to) seven (7) business days.	Number of rejected trunk orders for less than or equal to 192 trunks.

Function:		
OR-5 Percent Flow-Through [14]		
Definition:		
Total Flow-Through: The percent of valid orders (submitted via LSR in the report month) received through the electronic ordering Gateway and processed directly through to the legacy service order processor and were confirmed without manual intervention. These ~~service orders~~ confirmations require no action by a Verizon service representative to type an order into the service order processor. This is also known as "ordering" flow-through. % Flow Through Achieved: % of valid orders (submitted via LSR in the report month) received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status. Note: Rejected Orders – Orders failing "Basic front-end edits" [15] submitted via LSR are not ~~placed on Completed PON Master~~ considered to be a valid confirmed order, and therefore ~~File; therefore, they~~ are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric. ~~LSRs only are contained on the PON Master File.~~		
Exclusions:		
• Verizon Test Orders • Test IDs • Orders sent via US Mail or Fax • From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on Verizon accounts where business rules require manual intervention, such as pending orders, Verizon blocking, contractual issues such as special touch tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment; specific exclusions under development with NYPSC] • Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • Any PONs which Verizon and the CLEC agree to handle as a project, which in normal circumstances would flow through, but do not because manual handling is required for the special project, following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the project, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.		
Performance Standard:		
No Standard Developed for Total Flow-Through [16]. To be developed within 6 months of merger close.		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • State	
Sub-Metrics		
OR-5-01	**% Flow Through – Total**	
Products	Resale	UNE
Calculation	Numerator	Denominator

[14] While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

[15] Basic front-end edits – see Glossary.

[16] NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR records (confirmed orders) for specified product.

Sub-Metrics		
OR-5-03	**% Flow Through Achieved**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Number of confirmed flow through eligible orders

Provisioning (PR)

Function:
PR-3 Completed within Specified Number of Days (1-5 Lines)
Definition:
~~—~~For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received. Orders received after 5:00 p.m. are counted as received the next business day. Note: Holidays vary by state and are published on the Verizon Web Site.
Exclusions:
• Verizon Test Orders. • Test IDs • Disconnect Orders. • Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). Orders that should be X appointment coded. Verizon will work to correct any orders with an incorrect appointment code. • Verizon Administrative orders. [17] • Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). • Additional Segments on orders (parts of a whole order are included in the whole). ~~• Orders that are not complete. (Orders are included in the month that they are complete).~~ • Orders that are not billing completed in the report month • Suspend for non-payment and associated restore orders. • Orders completed late due to any end user or CLEC caused delay. • Coordinated cut-over Unbundled Network Elements such as loops or number portability orders. • Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) • Any PONs which Verizon and the CLEC agree to handle as a project following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the project, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.
Performance Standard:
Parity with Verizon Retail. See Interval Guide for specific products and services.
Report Dimensions

Company: • Verizon Retail • CLEC Aggregate • CLEC Specific		Geography: • State
Products (For all PR-3)	*Resale:* • POTS - Total	*UNE:* • POTS – Platform & Other (UNE Switch & INP)

[17] Verizon Administrative Orders – See Glossary

Sub-Metrics		
PR-3-08	**% Completed in 5 Days (1-5 Lines – No Dispatch)**	
Calculation	**Numerator**	**Denominator**
	Number of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Number of No Dispatch POTS orders with 1 to 5 lines.
PR-3-09	**% Completed in 5 Days (1-5 Lines – Dispatch)**	
Calculation	**Numerator**	**Denominator**
	Number of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Number of Dispatch POTS orders with 1 to 5 lines.

Function:
PR-4 Missed Appointments
Definition:
The Percent of Orders completed after the commitment date. LNP: The percent of orders completed on Time (not early) DSL Loops are considered complete if completed on time on the due date. ~~Verizon utilizes serial numbers where CLECs provide them to support on-time performance measures.~~ After completing the installation of a UNE 2-Wire xDSL Loop, Verizon performs a cooperative continuity test for those CLECs that participate. Trunks: Includes reciprocal trunks from Verizon to CLEC. For PR-4-15, the percentage of trunks completed on or before the order due date. Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.
Exclusions:
• Verizon Test Orders • Test IDs • Disconnect Orders • Verizon Administrative orders [18] • Additional Segments [19] on orders (parts of a whole order are included in the whole) • ~~Orders that are not complete. (Orders are included in the month that they are complete)~~ • Orders that are not billing completed in the report month. Note: This does not apply to the following metrics, which are calculated based on physical work completion: UNE Trunks PR-4-02 and PR-4-15 and PR-4-14 xDSL Loop. • Suspend for non-payment and associated restore orders. • For Delay Days: for orders with both a Verizon miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded. • Verizon Affiliate data (where it exists), or data of a separate office or a division providing DSL, will be excluded from all CLEC aggregate performance (in all measures) • For PR-4-14 (% On Time 2 Wire xDSL Loops) – orders completed late due to facility problems • For PR-4-05 Line Sharing – SDA or separate office or division providing xDSL – exclude orders that are ordered by the SDA, separate office or division providing DSL and used to provide resold DSL. • For PR-4-04 2 Wire Digital only exclude orders missed for facility reasons.
Performance Standard:
Parity with Verizon Retail Note: Where the SDA or separate office or division providing DSL is using line sharing, for PR-4-05 Line Share – Parity with provision of Line Sharing to SDA or separate office or division providing DSL as applicable. NJ: Parity with retail "Infospeed" (DSL Service) where it exists. LNP: 95% on Time PR-4-02 CLEC Trunks: None – Analysis Only PR-4-14: 2 Wire xDSL Loops: 95% on Time PR-4-15: CLEC Trunks: 95% on Time
Report Dimensions

Company:	Geography:
• Verizon Retail/ SDA • CLEC Aggregate • CLEC Specific	• State

[18] Verizon Administrative Orders – See Glossary

[19] Segments – See Glossary

<table>
<tr><th colspan="4">Sub-Metrics – PR-4 Missed Appointments</th></tr>
<tr><td>PR-4-01</td><td colspan="3">% Missed Appointment – Verizon – Total</td></tr>
<tr><td>Description</td><td colspan="3">The Percent of Orders completed after the commitment date due to Verizon reasons.</td></tr>
<tr><td>Products</td><td colspan="2">•
Resale:
• Specials- Other
• DS0
• DS1
• DS3
• 2 Wire xDSL[20]</td><td>UNE:
• EEL
• IOF
• Specials (Other)
• DS0
• DS1
• DS3</td></tr>
<tr><td>Calculation</td><td colspan="2">Numerator</td><td>Denominator</td></tr>
<tr><td></td><td colspan="2">Number of Orders where the Order completion date is greater than the order due date due to Company Reasons for product group</td><td>Number of Orders Completed for product group.</td></tr>
<tr><td>PR-4-02</td><td colspan="3">Average Delay Days – Total</td></tr>
<tr><td>Description</td><td colspan="3">For orders/trunks missed due to Verizon reasons, the average number of business days between committed due date and actual work completion date, attributable to Verizon.</td></tr>
<tr><td>Products</td><td>Resale:
• POTS - Total
• 2 Wire Digital
• 2 Wire xDSL [21]
• Specials</td><td>UNE:
• POTS Loop
• POTS Platform
• 2 Wire Digital
• 2 Wire xDSL
• Specials
• EEL
• IOF</td><td>Trunks:
• ~~CLEC~~ Interconnection Trunks (CLEC)</td></tr>
<tr><td>Calculation</td><td colspan="2">Numerator</td><td>Denominator</td></tr>
<tr><td></td><td colspan="2">Sum of the completion date less due date for orders/trunks missed due to company reasons by product group.</td><td>Count of orders/trunks missed for company reasons, by product group.</td></tr>
</table>

[20] Where the separate data affiliate exists, re-sold xDSL services will not be included.

[21] Where the separate data affiliate exists, re-sold xDSL services will not be included.

Sub-Metrics PR-4 Missed Appointments (continued)		
PR-4-04	**% Missed Appointment – Verizon – Dispatch**	
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.	
Products	~~—~~ Resale: • POTS - Total • 2 Wire Digital	UNE: • POTS Platform • Loop – New • 2 Wire Digital
Calculation	**Numerator**	**Denominator**
	Number of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Number of Dispatched Orders Completed for product group.
PR-4-05	**% Missed Appointment – Verizon – No Dispatch**	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: • POTS - Total • 2 Wire Digital	UNE: • POTS Platform • 2 Wire xDSL Line Sharing • 2 Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-07	**% On Time Performance – LNP Only**	
Description	Percent of all LNP orders (including both the Trigger message and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date. For LNP **only** orders, the percent of LNP (retail disconnect) orders completed in translation on or after due on the order. Telephone Numbers disconnected early at the customer's request are considered met. Orders where the trigger is in place less than one business day prior to the disconnect due date but before the number is ported by the CLEC are not scored as missed triggers.	
Products	UNE: • LNP	
Calculation	**Numerator**	**Denominator**
	Number of LNP orders (1 order = Trigger ~~order~~ message and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after 11:59PM of the due date.	Number of LNP orders completed (1 order = Trigger ~~order~~ message and disconnect order)

Sub-Metrics PR-4 Missed Appointments (continued)		
PR-4-14	**% Completed On Time – 2 Wire xDSL Loops**	
Description	% of 2 wire xDSL Loops completed on time	
Products	UNE: • 2 Wire xDSL Loops	
Calculation	**Numerator**	**Denominator**
	Number of all orders completed on or before the due date	Number of completed orders minus any orders delayed for customer reasons.
PR-4-15	**% On Time Provisioning - Trunks**	
Description	The percent of trunks completed on or before the order due date.	
Products	Trunks • ~~CLEC Trunks~~Interconnection Trunks (CLEC)	
Calculation	**Numerator**	**Denominator**
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

Function:
PR-6 Installation Quality
Definition:
The percent of lines/circuits/trunks installed in the calendar month where a reported trouble was found in the Verizon network within 30 days (and within 7 days for POTS services) of order completion. Any additional trouble received after the initial I-code is closed out, and is within the specified time period (7 or 30 days) is counted as a repeater. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC. The PR-6 sub-metric calculations for the report month include orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-6 calculations). **Note:** This does **not** apply to Hot Cuts and Interconnection Trunks (CLEC) which are calculated based on physical work completion.
Exclusions:
• Subsequent reports (additional customer calls while the trouble is pending) • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble. • Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • For Retail 2 wire xDSL where the SDA or separate office or division providing xDSL via Line Sharing – exclude orders that are ordered by the SDA, separate office or division providing xDSL and used to provide resold DSL. • Test IDs • Any PONs which Verizon and the CLEC agree to handle as a project which have situations where testing or cooperative testing can not occur through the normal process, following the transmittal by the CLEC (electronically or in writing) of the PONs to be associated with the projects, a unique PON identifier, the start date, approximate completion date and definition of the special handling required by the project and the requested deviations from standard business practices due to the project.
Formula:
Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100
Performance Standard:
Parity with Verizon Retail For Found Troubles For PR-6-02 Loop Hot Cuts: ≤ 2%
Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific	• State

Sub-Metrics			
PR-6-01	**% Installation Troubles reported within 30 Days**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
Products	Resale: • 2 Wire Digital • 2 Wire xDSL [22] • Specials Total	UNE: • 2 Wire Digital • 2 Wire xDSL • Specials Total	Trunks: • ~~CLEC~~ Interconnection Trunks (CLEC)
Calculation	**Numerator**	**Denominator**	
	Number of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month	
PR-6-02	**% Installation Troubles reported within 7 Days**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
Products	: UNE: • POTS-Loop Hot Cut		
Calculation	**Numerator**	**Denominator**	
	Number of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.	Total Lines installed in calendar month	

[22] Where the separate data affiliate exists, re-sold xDSL services will not be included.

Function:

PR-9 Hot Cut Loops

Definition:

A Hot Cut is considered complete when the following occurs:

1. Work is done at (1) appointed frame due time (FDT) as noted on the LSRC or (2) at a time mutually agreed upon by the RCCC/CLEC; and the work is completed within (1) prescribed interval as noted in the C2C guidelines or (2) mutually accepted interval (i.e., project completes by a certain date).

A Hot Cut is considered missed when one of the following occurs:

1. Premature disconnect called into 1-877-Hot Cuts (otherwise would probably be captured as Retail trouble)
2. Work not done (i.e., not turned up to CLEC by some means (email, VMS, direct call) by close of intervals noted in standards below due to a Verizon reason (i.e., HFC, late turn up, due date pushed out due to Verizon action)

Exclusions:

- Verizon Test Orders
- Test IDs
- Verizon Administrative orders [23]
- Additional Segments [24] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures)

Performance Standard:

Hot Cuts: 95% completed within window.

Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

1 to 9 lines: 1 Hour
10 to 49 lines: 2 Hours
50 to 99 lines: 3 Hours
100 to 199 lines: 4 Hours
200 plus lines: 8 Hours
If IDLC is involved – Start time is within 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• State

Sub-Metrics

PR-9-01	**% On Time Performance – Hot Cut**	
Description	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.	
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Number of hot cut (coordinated) loop orders (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Number of hot cut (coordinated) loop orders completed.

[23] Verizon Administrative Orders – See Glossary

[24] Segments – See Glossary

Maintenance and Repair (MR)

Function:			
MR-2 Trouble Report Rate			
Definition:			
Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office), FAC, CO and STN. ~~UNE Loop is defined as 2-wire analog loop.~~			
Exclusions:			
• Report rate excludes Subsequent reports (additional customer calls while the trouble is pending) • Troubles reported on Verizon official (administrative lines) • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble • Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • Test IDs Excluded from Total (MR-2-01) and Loop/CO (MR-2-02 & MR-2-03) report rates: • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). From MR-2-02 & MR-2-03 for 2 wire xDSL: • Installation Troubles (I Codes)			
Performance Standard:			
Report Rate: Parity with Verizon Retail			
Report Dimensions			
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific		Geography: • State	
Sub-Metrics			
MR-2-01	**Network Trouble Report Rate**		
Products	Resale: • Specials	UNE: • Specials	Trunks: • ~~CLEC~~ Interconnection Trunks (CLEC)
Calculation	**Numerator**	**Denominator**	
	Number of All trouble Reports with found network troubles (disposition codes FAC, CO, and STN).	Number of ~~Lines or~~ specials or trunks in service	

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	**Network Trouble Report Rate – Loop**	
Products	Resale: • POTS • 2 Wire Digital • 2 Wire xDSL [25]	UNE: • Platform • Loop • 2 Wire Digital Loop~~Services~~ • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**
	Number of all loop trouble reports (Disposition Code of 03 and 04)	Number of Lines in service
MR-2-03	**Network Trouble Report Rate – Central Office**	
Products	Resale: • POTS • 2 Wire Digital • 2 Wire xDSL [26]	UNE: • Platform • Loop • 2 Wire Digital Loop~~Services~~ • 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**
	Number of all central office trouble Reports (Disposition Code of 05)	Number of Lines in service

[25] Where the separate data affiliate exists, re-sold xDSL services will not be included.

[26] Where the separate data affiliate exists, re-sold xDSL services will not be included.

Function:
MR-3 Missed Repair Appointments
Definition:
The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Loop is defined as disposition Codes 03 plus 04 and are always dispatched out. Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.
Exclusions:
• Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval • Excludes Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble • Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • Test IDs • Sub-metric MR-3-02 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** and **OUT**, and the trouble was found ~~on the second dispatch (due to a CLEC error in the initial dispatch direction).~~ in the opposite direction from the CLEC's reported trouble direction. Reports with multiple dispatches in the same direction are not excluded. • Troubles reported on Verizon official (administrative) lines.
Performance Standard:
Parity with Verizon Retail
Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific	• State

Sub-Metrics		
MR-3-01	**% Missed Repair Appointment – Loop**	
Products	Resale: • POTS – Residence • POTS - Business • 2 Wire Digital • 2 Wire xDSL [27]	UNE: • Platform – Residence • Platform - Business • Loop • 2 Wire Digital Loop • 2 Wire xDSL
Calculation	**Numerator**	**Denominator**
	Number of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 03~~00~~-04~~99~~).	Number of Loop Troubles (disposition codes 03 and 04).
MR-3-02	**% Missed Repair Appointment – Central Office**	
Products	Resale: • POTS– Residence • POTS - Business • 2 Wire Digital • 2 Wire xDSL Services [28]	UNE: • Platform– Residence • Platform - Business • Loop • 2 Wire Digital Loop • 2 Wire xDSL
Calculation	**Numerator**	**Denominator**
	Number of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).	Number of Central Office Troubles (disposition code 05).

[27] Where the separate data affiliate exists, re-sold xDSL services will not be included.

[28] Where the separate data affiliate exists, re-sold xDSL services will not be included.

Function:
MR-4 Trouble Duration Intervals
Definition:
For POTS(Resale & UNE Platform) - this is measured on a "running clock" basis. Run clock includes weekends and holidays. For UNE Loop, UNE 2 wire Digital Loop and UNE 2 wire xDSL services this is measured on a limited stop clock basis. A stop clock will be used when the premise access, provided by the CLEC and their end user, is after the offered repair interval. This would apply to dispatched out tickets only. (For example if access is not available on a weekend, the clock would stop at 5PM on Friday and resume Monday at 8AM). For Special Services- and ~~interconnection trunks~~Interconnection Trunks (CLEC), this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, Verizon is awaiting carrier acceptance, or Verizon is denied access). Out of Service Intervals: The percent of Network Troubles that indicate an out of service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is ~~entered~~ logged into Verizon's designated trouble ~~reporting interface~~ management system either directly by the CLEC or by a Verizon representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y" equals hours out of service (12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service (osi = "y") and not just intermittent problem ~~(osi = 'y')~~ and that the trouble completion code indicated that a trouble was found within the Verizon network Verizon uses single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.
Exclusions:
• Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble • Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance (in all measures). • Test IDs • Troubles reported on Verizon official (administrative) lines. For troubles where the stop clock is used: • The time period from when the stop clock is initiated until the time when the clock resumes.
Performance Standard:
Parity with Verizon Retail
Report Dimensions
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific Geography: • State

Sub-Metrics		
MR-4-01	**Mean Time To Repair – Total**	
Products	Resale: • Specials	
Calculation	**Numerator**	**Denominator**
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles disposition code 03, 04 and 05, FAC, CO and STN.	Number of central office and loop troubles (disposition codes 03, 04 and 05, FAC, CO, and STN.)
MR-4-02	**Mean Time To Repair – Loop Trouble**	
Products	Resale: • POTS RES • POTS BUS	
Calculation	**Numerator**	**Denominator**
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)	Number of loop troubles (disposition codes 03 and 04)
MR-4-03	**Mean Time To Repair – Central Office Trouble**	
Products	Resale: • POTS RES • POTS BUS	
Calculation	**Numerator**	**Denominator**
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)	Number of Total central office troubles (disposition codes 05)
MR-4-07	**% Out of Service > 12 Hours**	
Products	Retail: • IXC FGD Trunks	Trunks: • ~~CLEC~~ Interconnection Trunks (CLEC)
Calculation	**Numerator**	**Denominator**
	Number of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.	-Number of Out of service troubles (Loop & CO)

MR-4 Sub-Metrics, continued		
MR-4-08	**% Out of Service > 24 Hours**	
Products	Resale: • POTS– Residence • POTS - Business • 2 Wire Digital • 2 Wire xDSL[29] • Specials	UNE: • Platform –Residence • Platform - Business • Loop • 2 Wire Digital Loop • 2 Wire xDSL • Specials
Calculation	**Numerator**	**Denominator**
	Number of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.	Number of Out of service troubles (Loop & CO).

[29] Where the separate data affiliate exists, re-sold xDSL services will not be included.

Function:

MR-5 Repeat Trouble Reports

Definition:

The percent of troubles cleared that have an additional trouble cleared within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days. Any trouble, regardless of the original disposition code, that repeats as a code 3, 4, or 5 will be classified as a repeat report with the exception of those exclusions listed in Section A below:

Exclusions:

- Verizon Affiliate data (where it exists) or data of a separate office or division providing DSL, will be excluded from all CLEC aggregate performance(in all measures)
- Test IDs

Section A

- For Loop troubles (e.g. *analog loop, 2Wire Digital Loops, and 2Wire xDSL*)a repeat is not scored when the original reports is no access or misdirected.
  1. An initial trouble may only be closed to a *No Access* disposition code if access is not available within the appointment window.
  2. An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been *misdirected* if the trouble found is found ~~in a second report that was dispatched in the opposite direction.~~in the opposite direction from the trouble direction reported by the CLEC.

Section B

Excluded from the *repeat* reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- Installation Troubles Reported within 30 Days.
- Troubles reported on Verizon official (administrative) lines.

Performance Standard:

Parity with Verizon Retail

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific	• State

Sub-Metrics			
MR-5-01	**% Repeat Reports within 30 Days**		
Products	Resale: • POTS • 2 Wire Digital • 2 Wire xDSL [30] • Specials	UNE: • Platform • Loop • 2 Wire Digital Loop • 2 Wire xDSL • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**	
	Number of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, FAC, CO and STN, that Repeated From Disposition codes < 14)	Total central office and loop Found troubles (Disposition codes 03, 04 and 05, FAC, CO, and STN)	

[30] Where the separate data affiliate exists, re-sold xDSL services will not be included.

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of Verizon trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.] CLEC Trunks are dedicated final trunks carrying traffic from the Verizon tandem to the CLEC.
Exclusions:
Trunks not included: • IXC Dedicated Trunks • Common Trunks carrying only IXC traffic Verizon will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that Verizon has identified a blocked trunk group and that the trunk group should be excluded from Verizon performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded: • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC order for augmentation is overdue • Trunks blocked where CLEC has not responded to or has denied Verizon request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements • Verizon affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures).
Performance Standard:
Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks. For individual trunk groups carrying traffic between Verizon and CLECs, Verizon will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months. End User Standard: 602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls. 603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group. 603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: • CLEC Aggregate • CLEC Specific		Geography: • State
Products	Trunks: • CLEC Trunks	
Sub-Metrics		
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – 3 Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

Function:		
NP-2 Collocation Performance		
Definition:		
This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff. Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions . Refer to the state tariff in effect for interval information. (If no state tariff use NY tariff). Completions: VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.		
Exclusions:		
• Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures). • Test IDs		
Formula:		
% On Time: Number of Responses provided within standard or Arrangements completed on Due Date (adjusted for milestone misses)/Number of Responses provided or Arrangements completed x 100		
Performance Standard:		
Physical[31]: Notification of Space Availability: 8 Days Collocation Interval: 76 Days 95% On Time Virtual[35]: Notification of Space Availability: 14 Days Collocation Interval: 105 Days 95% On Time		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Physical collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for physical collocation where the initial response was due in the period.

[31] Intervals may vary in accordance with state regulations or tariffs.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-02	**% On Time Response to Request for Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Virtual collocation arrangements where a response was due in the report period and was answered on time.	Number of requests for virtual collocation where the initial response was due in the report period.
NP-2-05	**% On Time – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Number of physical collocation arrangements completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of virtual collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Number of virtual collocation arrangements completed.

Billing Performance (BI)

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
• Verizon Affiliate data (where it exists) will be excluded from all CLEC aggregate performance (in all measures). • Verizon Test Records • Test IDs		
Formula:		
(Number of Bills sent within 10 business days / number of bills sent) x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Number of carrier bills sent to CLEC [32] within 10 business days of bill date.	Number of Carrier Bills distributed

[32] Sent to Carrier, unless other arrangements are made with CLEC

GLOSSARY

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone).
BASIC EDITS	Front-end edits performed by the Gateway prior to order submission. Basic Edits performed against Gateway provided source data include: State Code must be a VZ state; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures. . Orders which failed edits have a reject date and a reject source type.
Collocation Milestones	Refer to the state tariff for specific collocation intervals. (If no state, tariff refer to NY tariff). In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day to day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee. In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementations milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.

Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) All CLEC trunks are engineered at the B.005 level. (See Dedicated Final Trunk Blockage.)
Common Trunks:	(A) *High Usage Trunks* carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all fBA geographies. (B) *Final Trunks*: (All VZ except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (C) *Final Trunks - Local* (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. (D) *Final Trunks – IXC* (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official VZ Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.
CPE	Customer Premises Equipment
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: 1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours

Dedicated Final Trunk Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.
Dedicated Trunks	(E) *High Usage Trunks – CLEC Interconnection*: carry one-way traffic from a CLEC end office to a VZ Tandem Office **or** carry two-way local traffic between a VZ end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all VZ geographies. These trunks are ordered by the CLEC. (F) *Final Trunks – CLEC Interconnection:* carry one-way traffic from a CLEC end office to a VZ Tandem Office **or** carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold. (G) *High Usage Trunks –VZ to CLEC Interconnection*: carry one-way local traffic from a VZ end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all VZ geographies. VZ orders these trunks from CLECs. (H) *Final Trunks –VZ to CLEC Interconnection:* carry one-way traffic from a fBA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all VZ geographies. VZ orders these trunks from CLECs. (I) *High Usage Trunks – IXC Feature Group D*: carry two-way traffic between a VZ end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all VZ geographies. IXCs order these trunks fromVZ. (J) *Final Trunks – IXC Feature Group D* carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all VZ geographies. IXCs order these trunks fromVZ .

Dispatched Orders:	An order requiring the dispatch of a VZ Field technician outside of a VZ Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 6 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed
FOC	Firm Order Confirmation
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	Left in Dial Tone Orders. These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office. Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders.
Line Sharing	Line Sharing allows a separate high-speed data channel on an existing copper pair to be made available to the CLEC. This single line (a shared loop), with the use of a splitter, simultaneously supports two different service providers, one for analog voice-grade POTS service and one for data communications. In order for a loop to be eligible for a Line Share Arrangement, the analog voice-grade POTS service must be provided to the end user by Verizon and the dial tone must originate from a Verizon End Office Switch in the wire center where the Line Share Arrangement is being requested, and the xDSL technology deployed by the CLEC does not interfere with the analog voice band transmission. Line Sharing is only available where Verizon provides the voice service and where the DLEC provides the data service. The DLEC is responsible for providing the splitter and is responsible for providing their own DSLAM equipment in a collocation arrangement and any necessary CPE for the data service provided.
Loop Qualification	Loop qualification is the manual step whereby it is determined if a loop facility that meets specifications necessary for 2-wire digital or 2-wire xDSL services exists for the requested end user.
LSR	Local Service Request
LSRC	Local Service Request Confirmation

Mechanized Flow-Through:	Orders received electronically through the Gateway and requiring no manual intervention to be entered into the service order processor.
Missed Appointment Codes	VZ Missed Appointment Codes: CA = Cable Pair from the CO to the Customer premises could not be assigned by the Due Date, (if after the due date facilities were not available, the order is scored as a CF), CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SC = CLEC Not Ready, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date.
Network Troubles	Troubles with a disposition code of 03 (drop), 04 (loop), or 05 (central office), FAC (Facility), CO (Central Office), or STN (Station). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.

Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ service order processor. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a VZ Central Office. Includes orders with translation changes and dispatches inside a VZ Central Office.
Orders with ≥ six 6 lines:	In all geographic areas, a facility check is completed on orders greater than or equal to ~~five~~ six (~~5~~6) lines.
OSS	Operations Support Systems
POTS Total (Business/Residence)	*Plain Old Telephone Services* include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex and PBX trunks.
POTS – Total All	POTS Services. All includes Business (simple), Residence (simple), plus ISDN BRI (complex)
PON	*Purchase Order Number:* Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.

Special Services	Special Services are services that require engineering design intervention. These include (but are not limited to) such services as high capacity services (DS1 or DS3), Primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Excludes access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). For Retail, any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment subject to state commission Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for "fictional" CLECs for Verizon to test new services, attestation of services etc. ~~Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS', 'ZJIM'.~~
Two wire digital ISDN Loop	2 wire unbundled digital loop (previously called Two Wire Digital Loop) that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in fBA's central office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by fBA, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: · Service order classification of ordering master rec = 0 Provisioning: · Pots Orders are defined as not having a circuit layout or are not for ISDN service Maintenance: · Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: · ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank · · 2 Wire Digital Services · 2 Wire xDSL Services (including Loops and Line sharing)[33]

[33] DSL Services provided by Verizon may be provided by the Separate Data Affiliate (~~VADI~~VADI/DSNO) in all states except New Jersey. New Jersey retail DSL Service is "Info-Speed" until such time as a separate office or division provides DSL services. In other states, as approved by state regulatory commissions, once the SDA is reintegrated into Verizon, a separate office or division providing DSL will continue to order services through the Verizon wholesale interfaces, as required by this Order. Until reintegration, provisioning performance will be measured from receipt of the order from the SDA to completion of the order to the SDA. Once integrated, "retail" and "resale" provisioning performance will be captured from receipt of customer order through completion of customer order by the separate office or division providing DSL from that office or division's provisioning data sources.

Special Services	*Special Services* ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Ordering: · Service order classification of ordering master rec = 1 Provisioning: · Former BA-North: RID_ACT_INTVL>0 Former BA-South: RID_DATE_ACT IS NOT NULL Maintenance: · Criteria for inclusion (for line count and trouble tickets) is report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit ID does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official VZ line as defined by Telcordia standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the VZ central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles/lines are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access circuit, as defined in Glossary above.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Telcordia standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the VZ central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Summary of Recommended Changes per NY PSC 10/29/03 order to FCC Order on Verizon Merger Measures, Standards & Reports

Measure #	Measure Name	Change	Reason For Change
Misc.	VADI references	• Change any reference to VADI (Verizon Advanced Data Services) to DSNO (Data Services Network Operations)	• **Clarification** per NY 10/29/03 order.
	Retail Analog Compare Table	• Change any appearance of Interconnection Trunks to Interconnection Trunks (CLEC)	• **Clarification** per NY 10/29/03 order.
PO-2	OSS Interface Availability	• Updated the Definition section to clarify the hours listed for Scheduled Availability.	• **Clarification** per NY 10/29/03 order.
		• Updated the Definition section to clarify that WEB GUI is also known as Local Service Interface/Wholesale (LSI/W) and corrected a typographical error.	• **Clarification** per NY 10/29/03 order.
OR-5	Percent Flow Through	• Update the Definition section to clarify that OR-5 measures confirmed orders are and rejected orders are not counted. Also updated to clarify the report month.	• **Clarification** per NY 10/29/03 order.
		• Update the OR-5-01 and OR-5-03 denominators to clarify that the metric includes confirmed orders.	• **Clarification** per NY 10/29/03 order.
PR-3	Completed within Specified Number of Days (1-5 lines)	• Update the Exclusions sections to clarify that the metric counts orders that are billing completed.	• **Clarification** per NY 10/29/03 order.

Summary of Recommended Changes per NY PSC 10/29/03 order to FCC Order on Verizon Merger Measures, Standards & Reports

Measure #	Measure Name	Change	Reason for Change
PR-4	Missed Appointments	• Update the Exclusion sections to clarify that the metric counts Orders that are billing completed; except for UNE Trunks PR-4-02 and PR-4-15 and PR-4-14 2W xDSL Loop which are based on physical work completion.	• **Clarification** per NY 10/29/03 order.
		• Update the PR-4-02 description. Add language to indicate that "days" refers to business days.	• **Clarification** per NY 10/29/03 order.
		• Updated the PR-4-07 LNP definition, numerator and denominator to reflect Trigger messages and not Trigger orders.	• **Clarification** per NY 10/29/03 order.
		• Update PR-4 Definition section to remove serial number requirement for DSL Loops regarding when xDSL Loops are considered completed on time.	• **Change** per NY 10/29/03 order.
PR-6	Installation Quality	• Updated the Definition section to clarify the difference between I-Codes and Repeaters.	• **Clarification** per NY 10/29/03 order.
		• Updated the Definition Section to clarify that the metric includes orders that are billing completed.	• **Clarification** per NY 10/29/03 order.
		• Update the Products section for sub-metrics PR-6-01 For Resale and UNE change Specials to Specials Total.	• **Clarification** per NY 10/29/03 order.

Summary of Recommended Changes per NY PSC 10/29/03 order to FCC Order on Verizon Merger Measures, Standards & Reports

Measure #	Measure Name	Change	Reason for Change
All MR	UNE 2W Digital Services reference	• Update the UNE Products section for all MR metric appearances of 2W Digital to clarify the product is 2W Digital Loop. This includes update to Retail Analog Compare Table.	• **Clarification** per NY 10/29/03 order.
MR-2	Network Trouble Report Rate	• Updated Definition section to clarify that FAC, CO and STN are included in the measure.	• **Clarification** per NY 10/29/03 order.
		• Removed definition of UNE Loop	• **Clarification** per NY 10/29/03 order.
		• Updated MR-2-01 numerator to specify disposition codes FAC, CO and STN and removed "lines" from denominator.	• **Clarification** per NY 10/29/03 order.
MR-3	Missed Repair Appointments	• Updated Exclusion section to clarify the redirect exclusion.	• **Clarification** per NY 10/29/03 order.
		• Updated sub-metric MR-3-01 to remove the 3rd and 4th digits from the numerator calculation description Disposition Codes (03 and 04).	• **Clarification** per NY 10/29/03 order.
MR-4	Trouble Duration Intervals	• Update the Definition section Out of Service Intervals paragraph to clarify language on when the OOS period begins.	• **Clarification** per NY 10/29/03 order.
		• Updated the Definition section to clarify language on OOS for Special Services.	• **Clarification** per NY 10/29/03 order.
		• Updated MR-4-01 numerator and denominator to clarify that FAC, CO and STN are included in the calculations	• **Clarification** per NY 10/29/03 order.
MR-5	Repeat Trouble Reports	• Updated the exclusion section to clarify the redirect exclusion.	• **Clarification** per NY 10/29/03 order.
		• Updated sub-metric MR-5-01 numerator and denominator to include disposition codes FAC, CO, and STN.	• **Clarification** per NY 10/29/03 order.

Summary of Recommended Changes per NY PSC 10/29/03 order to FCC Order on Verizon Merger Measures, Standards & Reports

Measure #	Measure Name	Change	Reason for Change
Glossary	Orders with > six lines	• Change reference of greater than five lines to Orders > = six lines	• **Clarification** per NY 10/29/03 order
	Test Orders	• Remove list of Test CLECs	• **Clarification** per NY 10/29/03 order
	Special Services	• Update definition consistent with New York 10/29/03 order.	• **Clarification** per NY 10/29/03 order.
	Basic Edits	• Add language to clarify how Verizon identifies orders that failed edits.	• **Clarification** per NY 10/29/03 order.
	Network Troubles	• Modify definition by appending first sentence with "or trouble codes of CO (Central Office), FAC (Facility) or STN (Station).	• **Clarification** per NY 10/29/03 order
	Line Sharing	• Updated glossary to add definition for Line Sharing	• **Clarification** per NY 10/29/03 order.
Headings for BA/GTE East		• Add asterisk (*) to state of West Virginia.	• **Clarification** to Guidelines associated with FCC 271 approval.